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INFORMATION SYSTEMS STUDY - 1986

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The Food Marketing Institute (FMI) is a non-profit association that conducts programs in research, education and public affairs on behalf of its 1500 members-food retailers and wholesalers and their customers. FMI's domestic member companies operate more than 17,000 retail food stores with a combined annual sales volume of $150 billion-half of all grocery sales in the United States. More than three-fourths of the FMI membership is composed of independent supermarket operators or small regional firms. Its international membership includes more than 150 members from 40 nations.

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FOREWORD

The importance of computers and related technologies in the supermarket industry led FMI to institute the Information Systems Report six years ago. The survey results for 1986 indicate that the industry is continuing to move foreward in the application of technology to aid in the operation of the business. For example, almost half of the companies surveyed said that they were evaluating the use of EFT-POS, electronic funds transfer with direct debiting of customer accounts at the cash register. More than a quarter reported the on-going evaluation of fourth generation languages and laser printing. More companies are preparing to use the Direct Product Profit (DPP) system and more are making use of personal computers as a part of their evaluation of this system.

The supermarket industry has made use of computer technology for several years. There have been two important phases in this development. In the first phase, the focus was on mainframe hardware as the industry moved from punch card technology to random access computers. Until the 1960's these machines were used almost exclusively at headquarters level for financial and accounting purposes. By the end of the decade, computers were used for direct store delivery and to create store invoices and warehouse selection orders.

The second phase began when computers became available for in-store use. They began to take over such things as energy management, labor scheduling, sales forecasting and in-store accounting functions. Supermarket scanning began in 1974 and represented the first major distributed processing system in the retail industry. During the 1970's scanning data was used for labor scheduling and supervised reorder (SRO).

Now, in 1986, more than one third of the nation's supermarkets are equipped with scanners and many use computer technology to help run the business. More and more companies are using scanning data for management purposes. Data on everything from profit per item to shrinkage is giving supermarket managers the ability to make informed decisions and increase profit margins.

An important part of this change has been the use of DPP. This system has been in existence since the 1960's but was not widely used until the recent advent of powerful personal computers. DPP gives the company decision making support on individual products and identifies cost elements. For example, DPP can aid a store in deciding such things as where to place a product or which delivery method is best for each product.

As for the future, the entire inventory process will become automated. The use of DPP will allow companies to analyze space allocation and make way for a constantly modified product mix based on scanning data on an individual store basis. Store inventory will be ordered automatically using scanning data. These orders will activate warehouse shipments which will, in turn, feed buying systems.

One of the greatest challenges facing the supermarket industry today is the multitude of software packages and data systems now available. Companies must carefully choose from this vast array of technology in order to build a complete, integrated system for the entire company without wastage and duplication of effort.

METHODOLOGY

The 1986 survey questionnaires were mailed to the Vice President of Information Systems of FMI member companies with sales of $50 million or more. With follow up mailings, usable questionnaires were returned by 101 companies. A copy of the questionnaire has been included in this report.

The survey results have been tabulated by size of company, and whether the company is a retailer or a wholesaler. Where appropriate, the reported averages have been weighted by size of company.

The companion publication, FMI's 1986 Information Systems Directory, provides information on hardware, software and systems development activities at many food retailers and wholesalers. It may be ordered from FMI's Publication Sales Department at a price of $75.00 for FMI members and $150.00 for non-members (an order form is included in the back of this report).

FIGURE 1
AVERAGE INFORMATION SYSTEMS EXPENSE FOR THE CURRENT FISCAL YEAR

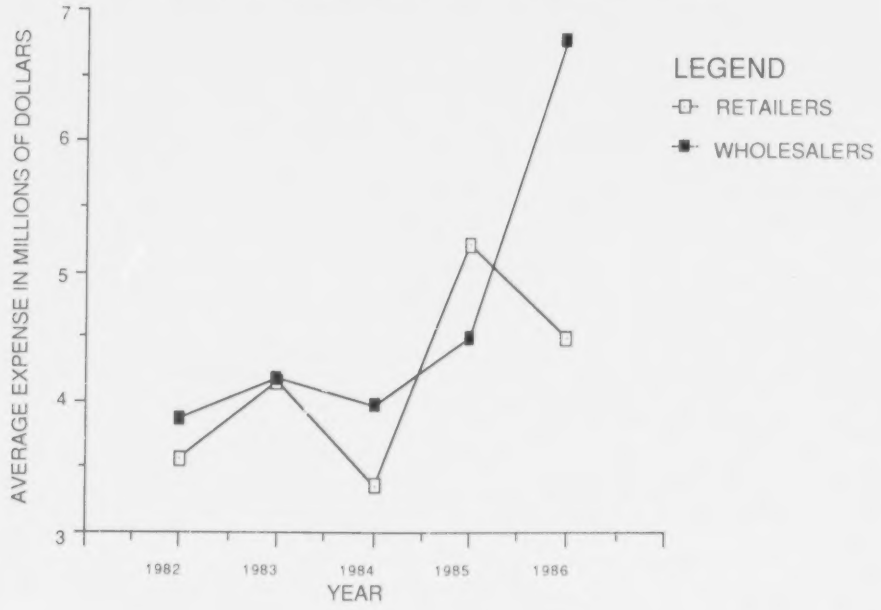

FIGURE 2
AVERAGE EXPECTED INCREASE IN NEXT YEARS INFORMATION SYSTEMS BUDGET

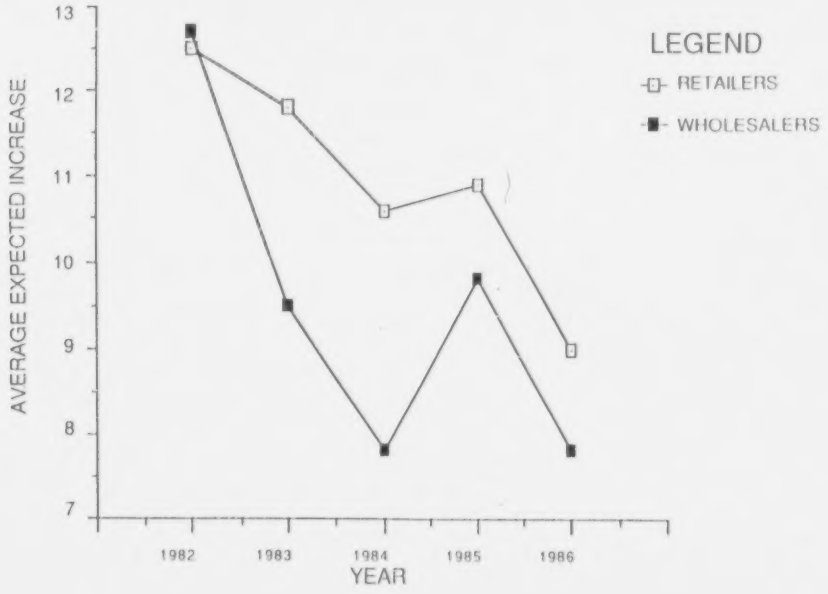

TABLE 1A

PERCENTAGE OF IS EMPLOYEES IN EACH JOB CATEGORY -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	100	8	24	18	27	23
IS MANAGEMENT:						
SENIOR MANAGEMENT	1.4	9.0	6.1	3.8	2.9	1.4
GENERAL ADMINISTRATION/ SECRETARIAL	2.5	15.7	2.8	2.3	2.6	2.5
TOTAL MANAGEMENT	3.9	24.7	8.9	6.1	5.5	3.9
SYSTEMS:						
ADMINISTRATION & MANAGEMENT	3.5	7.1	1.4	2.5	4.0	3.4
DATA BASE/DATA ADMINISTRATION	1.2	4.6	2.6	1.3	1.9	1.1
PROJECT MANAGEMENT	3.4	1.0	3.3	3.0	3.3	3.4
DEVELOPMENT (ANALYST/ PROGRAMMERS)	22.1	5.5	23.1	21.6	22.0	22.1
SYSTEMS PROGRAMMING	3.1	4.8	2.3	4.5	3.6	3.1
OTHER	.5	-	.5	1.0	.3	.5
TOTAL SYSTEMS	33.7	23.1	33.3	33.8	35.0	33.7
OPERATIONS:						
ADMINISTRATION/MANAGEMENT/ SUPERVISION	8.3	11.3	3.6	5.0	5.5	8.4
OPERATIONS	22.7	9.5	19.7	19.9	17.5	22.9
DATA ENTRY EMPLOYEES	16.5	27.0	14.5	18.1	17.9	16.4
OTHER	4.2	-	.2	3.4	4.0	4.2
TOTAL OPERATIONS	51.7	47.8	38.1	46.5	44.8	51.9

Continued...

TABLE 1A
PERCENTAGE OF IS EMPLOYEES IN EACH JOB CATEGORY -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
ADDITIONAL SUPPORT AREAS:						
STORE SYSTEMS SUPPORT	2.2	-	5.9	4.5	3.0	2.1
SCANNING SUPPORT	1.6	1.4	8.1	1.2	2.8	1.5
INFORMATION CENTER	1.2	-	1.3	.5	1.4	1.2
HELP DESK	.7	1.5	1.2	2.1	.9	.6
DATA SECURITY	.3	-	-	.2	.2	.3
TELECOMMUNICATIONS VOICE	.8	-	-	-	.8	.9
TELECOMMUNICATIONS DATA	.8	-	.5	.5	.8	.8
TECHICAL SUPPORT/SYSTEMS PROGRAMMERS	2.1	1.5	2.3	2.3	2.0	2.1
QUALITY ASSURANCE	.7	-	.5	1.0	.8	.6
OTHER	.4	-	-	1.3	2.0	.4
TOTAL ADDITIONAL SUPPORT	10.7	4.4	19.8	13.5	14.7	10.5

NOTE: DATA WEIGHTED BY COMPANY SALES

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 1B
PERCENTAGE OF IS EMPLOYEES IN EACH JOB CATEGORY -- RETAILERS

	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)					
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	71	7	20	11	20	13
IS MANAGEMENT:						
SENIOR MANAGEMENT	1.3	8.9	5.8	4.3	2.8	1.2
GENERAL ADMINISTRATION/ SECRETARIAL	2.6	16.6	1.9	1.6	2.8	2.6
TOTAL MANAGEMENT	3.9	25.5	7.7	5.9	5.6	3.8
SYSTEMS:						
ADMINISTRATION & MANAGEMENT	4.0	6.6	1.2	2.1	4.2	4.0
DATA BASE/DATA ADMINISTRATION	1.4	3.7	2.1	1.6	.9	1.4
PROJECT MANAGEMENT	3.9	1.2	4.0	2.6	3.4	3.9
DEVELOPMENT (ANALYST/ PROGRAMMERS)	20.6	6.5	23.7	28.9	21.6	20.5
SYSTEMS PROGRAMMING	4.2	3.9	1.6	2.1	3.8	4.3
OTHER	.3	-	.6	.3	.4	.3
TOTAL SYSTEMS	34.5	21.9	33.3	37.5	34.2	34.4
OPERATIONS:						
ADMINISTRATION/MANAGEMENT/ SUPERVISION	9.5	11.6	3.8	4.8	6.1	9.6
OPERATIONS	21.7	11.2	18.5	19.0	15.7	21.9
DATA ENTRY EMPLOYEES	16.5	28.2	13.4	18.5	18.2	16.4
OTHER	2.8	-	.3	1.5	3.3	2.8
TOTAL OPERATIONS	50.6	50.9	36.0	43.8	43.3	50.8

Continued...

TABLE 1B

PERCENTAGE OF IS EMPLOYEES IN EACH JOB CATEGORY -- RETAILERS

	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)					
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
ADDITIONAL SUPPORT AREAS:						
STORE SYSTEMS SUPPORT	2.5	-	6.9	2.5	3.9	2.4
SCANNING SUPPORT	1.5	1.7	9.6	1.3	2.7	1.5
INFORMATION CENTER	1.0	-	1.5	.8	1.6	1.0
HELP DESK	.9	-	1.5	3.1	.8	.9
DATA SECURITY	.2	-	-	.3	.3	.2
TELECOMMUNICATIONS VOICE	1.1	-	-	-	.8	1.2
TELECOMMUNICATIONS DATA	.8	-	.6	.8	1.1	.8
TECHICAL SUPPORT/SYSTEMS PROGRAMMERS	1.8	-	2.3	3.3	2.0	1.8
QUALITY ASSURANCE	.8	-	.6	.6	.5	.8
OTHER	.4	-	-	-	3.1	.3
TOTAL ADDITIONAL SUPPORT	11.1	1.7	23.1	12.6	16.8	10.9

NOTE: DATA WEIGHTED BY COMPANY SALES

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 1C

PERCENTAGE OF IS EMPLOYEES IN EACH JOB CATEGORY -- WHOLESALERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)	
	AVERAGE	$ 50-499	$ 500 +
TOTAL	29	12	17
IS MANAGEMENT:			
SENIOR MANAGEMENT	1.9	3.6	1.8
GENERAL ADMINISTRATION/ SECRETARIAL	2.1	3.7	2.1
TOTAL MANAGEMENT	4.0	7.3	4.0
SYSTEMS:			
ADMINISTRATION & MANAGEMENT	2.2	3.0	2.2
DATA BASE/DATA ADMINISTRATION	.5	1.3	.5
PROJECT MANAGEMENT	2.4	3.4	2.3
DEVELOPMENT (ANALYST/ PROGRAMMERS)	25.4	10.7	25.5
SYSTEMS PROGRAMMING	.6	8.0	.5
OTHER	1.0	2.0	1.0
TOTAL SYSTEMS	32.2	28.3	32.2
OPERATIONS:			
ADMINISTRATION/MANAGEMENT/ SUPERVISION	5.6	5.2	5.6
OPERATIONS	24.9	21.6	25.0
DATA ENTRY EMPLOYEES	16.5	17.7	16.5
OTHER	7.0	5.8	7.0
TOTAL OPERATIONS	54.1	50.2	54.1

Continued...

TABLE 1C
PERCENTAGE OF IS EMPLOYEES IN EACH JOB CATEGORY -- WHOLESALERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)	
	AVERAGE	$ 50-499	$ 500 +
ADDITIONAL SUPPORT AREAS:			
STORE SYSTEMS SUPPORT	1.5	7.1	1.4
SCANNING SUPPORT	1.7	1.0	1.7
INFORMATION CENTER	1.4	.1	1.4
HELP DESK	.1	.4	.1
DATA SECURITY	.5	-	.5
TELECOMMUNICATIONS VOICE	.2	-	.2
TELECOMMUNICATIONS DATA	.7	-	.8
TECHICAL SUPPORT/SYSTEMS PROGRAMMERS	2.8	1.0	2.8
QUALITY ASSURANCE	.4	1.5	.4
OTHER	.5	3.0	.5
TOTAL ADDITIONAL SUPPORT	9.7	14.2	9.7

NOTE: DATA WEIGHTED BY COMPANY SALES

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 2A
BUDGET EXPENSES -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	64	3	11	11	22	17
BUDGET DOLLARS ALLOCATED TO IS DEPARTMENT SALARIES AND WAGES, INCLUDING FRINGE BENEFITS*	2679900	132226	625749	796699	1399148	7334630
TOTAL	66	3	11	11	23	18
BUDGET DOLLARS ALLOCATED TO IS DEPARTMENT SALARIES AND WAGES, EXCLUDING FRINGE BENEFITS*	2018881	100340	510401	681290	1142470	5197761
TOTAL	70	3	12	12	23	20
BUDGET DOLLARS ALLOCATED TO ALL IS DEPARTMENT EXPENSES*	5287394	294299	1272609	1729966	2900484	13324633
TOTAL	60	3	8	10	22	17
PERCENTAGE OF NET COMPANY SALES BUDGETED TO IS DEPARTMENT (THIS FISCAL YEAR)** +	.41	.35	.39	.38	.40	.41
TOTAL	55	3	8	10	19	15
ACTUAL IS EXPENSE AS A PERCENTAGE OF NET COMPANY SALES (MOST RECENT FISCAL YEAR)**	.40	.35	.32	.37	.38	.41
TOTAL	58	3	9	9	19	18
EXPECTED IS BUDGET INCREASE FOR NEXT FISCAL YEAR**	8.68	4.22	1.01	15.86	8.95	8.72

* UNWEIGHTED DATA

** DATA WEICHTED BY INFORMATION SYSTEMS EXPENSE BUDGET

\+ QUESTION WAS REWORDED AND RESULTS MAY NOT BE COMPARABLE WITH PREVIOUS YEARS

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 2B
BUDGET EXPENSES -- RETAILERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	42	2	8	7	16	9
BUDGET DOLLARS ALLOCATED TO IS DEPARTMENT SALARIES AND WAGES, INCLUDING FRINGE BENEFITS*	2314702	108340	638013	678737	1218831	7516028
TOTAL	43	2	8	7	16	10
BUDGET DOLLARS ALLOCATED TO IS DEPARTMENT SALARIES AND WAGES, EXCLUDING FRINGE BENEFITS*	1810433	75510	523369	537189	1026042	5333367
TOTAL	45	2	9	7	16	11
BUDGET DOLLARS ALLOCATED TO ALL IS DEPARTMENT EXPENSES*	4480408	222808	1281812	1496000	2563884	12558389
TOTAL	40	2	5	7	16	10
PERCENTAGE OF NET COMPANY SALES BUDGETED TO IS DEPARTMENT (THIS FISCAL YEAR)** +	.40	.26	.29	.35	.32	.43
TOTAL	36	2	6	6	13	9
ACTUAL IS EXPENSE AS A PERCENTAGE OF NET COMPANY SALES (MOST RECENT FISCAL YEAR)**	.37	.27	.29	.31	.26	.41
TOTAL	38	2	7	7	13	9
EXPECTED IS BUDGET INCREASE FOR NEXT FISCAL YEAR**	9.45	3.45	.58	15.17	10.23	9.55

* UNWEIGHTED DATA

** DATA WEIGHTED BY INFORMATION SYSTEMS EXPENSE BUDGET

\+ QUESTION WAS REWORDED AND RESULTS MAY NOT BE COMPARABLE WITH PREVIOUS YEARS

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 2C

BUDGET EXPENSES -- WHOLESALERS

	AVERAGE	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS) $ 50-499	$ 500 +
TOTAL	22	8	14
BUDGET DOLLARS ALLOCATED TO IS DEPARTMENT SALARIES AND WAGES, INCLUDING FRINGE BENEFITS*	3377095	746458	4880316
TOTAL	23	8	15
BUDGET DOLLARS ALLOCATED TO IS DEPARTMENT SALARIES AND WAGES, EXCLUDING FRINGE BENEFITS*	2408587	663916	3339078
TOTAL	25	9	16
BUDGET DOLLARS ALLOCATED TO ALL IS DEPARTMENT EXPENSES*	6739970	1606653	9627460
TOTAL	20	7	13
PERCENTAGE OF NET COMPANY SALES BUDGETED TO IS DEPARTMENT (THIS FISCAL YEAR)** +	.42	.45	.42
TOTAL	19	7	12
ACTUAL IS EXPENSE AS A PERCENTAGE OF NET COMPANY SALES (MOST RECENT FISCAL YEAR)**	.44	.45	.44
TOTAL	20	5	15
EXPECTED IS BUDGET INCREASE FOR NEXT FISCAL YEAR**	7.83	8.14	7.82

* UNWEIGHTED DATA

** DATA WEIGHTED BY INFORMATION SYSTEMS EXPENSE BUDGET

\+ QUESTION WAS REWORDED AND RESULTS MAY NOT BE COMPARABLE WITH PREVIOUS YEARS

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 3A

PERCENTAGE OF TOTAL IS EXPENSE BUDGET ALLOCATED TO: -- ALL COMPANIES

	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)					
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	59	3	12	10	19	15
STORE SYSTEMS	14.8	0	22.8	8.2	18.4	13.7
HEADQUARTER/DIST. CTR. SYSTEMS	85.2	100.0	77.2	91.8	81.6	86.3

NOTE: DATA WEIGHTED BY INFORMATION SYSTEMS EXPENSE BUDGET

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 3B

PERCENTAGE OF TOTAL IS EXPENSE BUDGET ALLOCATED TO: -- RETAILERS

	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)					
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	37	2	9	6	13	7
STORE SYSTEMS	15.0	0	25.5	5.8	16.9	13.6
HEADQUARTER/DIST. CTR. SYSTEMS	85.0	100.0	74.6	94.2	83.1	86.4

NOTE: DATA WEIGHTED BY INFORMATION SYSTEMS EXPENSE BUDGET

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 3C

PERCENTAGE OF TOTAL IS EXPENSE BUDGET ALLOCATED TO: -- WHOLESALERS

	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)		
	AVERAGE	$ 50-499	$ 500 +
TOTAL	22	8	14
STORE SYSTEMS	14.6	11.4	14.9
HEADQUARTER/DIST. CTR. SYSTEMS	85.4	88.6	85.1

NOTE: DATA WEIGHTED BY INFORMATION SYSTEMS EXPENSE BUDGET

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 4A

PERCENTAGE OF TIME ALLOCATED TO IS ACTIVITIES -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	91	6	21	16	26	22
NEW APPLICATIONS/MAJOR ENHANCEMENTS FOR:						
STORE SYSTEMS	14.0	2.6	18.5	10.3	13.9	14.3
HEADQUARTER/DIST. CENTER SYSTEMS	43.7	23.1	35.3	40.9	39.0	45.9
INTERNAL IS PROJECTS	10.0	9.3	11.3	10.2	11.5	9.5
MAINTENANCE/PROBLEM SOLVING	28.8	65.1	33.8	38.4	33.5	26.0
OTHER	3.6	0	1.1	.2	2.0	4.5

NOTE: DATA WEIGHTED BY TOTAL NUMBER OF SYSTEMS EMPLOYEES

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 4B

PERCENTAGE OF TIME ALLOCATED TO IS ACTIVITIES -- RETAILERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	64	5	17	11	19	12
NEW APPLICATIONS/MAJOR ENHANCEMENTS FOR:						
STORE SYSTEMS	13.0	3.2	18.4	9.5	12.7	13.3
HEADQUARTER/DIST. CENTER SYSTEMS	42.2	21.5	31.4	33.6	42.7	44.3
INTERNAL IS PROJECTS	11.5	4.6	10.9	10.2	11.8	11.8
MAINTENANCE/PROBLEM SOLVING	28.6	70.7	39.2	46.4	31.8	24.0
OTHER	4.8	0	.1	.3	.9	6.8

NOTE: DATA WEIGHTED BY TOTAL NUMBER OF SYSTEMS EMPLOYEES

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 4C

PERCENTAGE OF TIME ALLOCATED TO IS ACTIVITIES -- WHOLESALERS

	AVERAGE	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS) $ 50-499	$ 500 +
TOTAL	27	10	17
NEW APPLICATIONS/MAJOR ENHANCEMENTS FOR:			
STORE SYSTEMS	15.7	13.7	15.9
HEADQUARTER/DIST. CENTER SYSTEMS	46.1	55.1	45.3
INTERNAL IS PROJECTS	7.4	11.8	7.0
MAINTENANCE/PROBLEM SOLVING	29.2	18.1	30.2
OTHER	1.6	1.3	1.6

NOTE: DATA WEIGHTED BY TOTAL NUMBER OF SYSTEMS EMPLOYEES

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 5A

PERSONAL COMPUTERS -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
ARE PCS ACQUIRED UNDER IS APPROVAL?						
TOTAL	100	9	23	18	27	23
ALL	71.0	66.7	69.6	66.7	66.7	82.6
SOME	23.0	11.1	30.4	22.2	29.6	13.0
NONE	6.0	22.2	-	11.1	3.7	4.3
ARE PCS LINKED TO THE MAINFRAME?						
TOTAL	100	9	23	18	27	23
ALL	4.0	11.1	8.7	-	3.7	-
SOME	77.0	44.4	69.6	77.8	77.8	95.7
NONE	19.0	44.4	21.7	22.2	18.5	4.3
DOES COMPANY HAVE A FORMAL POLICY FOR PC AQUISITION?						
TOTAL	100	9	23	18	27	23
YES	54.0	22.2	26.1	44.4	59.3	95.7
NO	46.0	77.8	73.9	55.6	40.7	4.3
WHO CONTROLS ACQUISITION OF PC SOFTWARE?						
TOTAL	96	9	22	17	26	22
IS DEPARTMENT	64.6	66.7	59.1	58.8	61.5	77.3
USERS	30.2	22.2	36.4	41.2	30.8	18.2
OTHER	5.2	11.1	4.5	-	7.7	4.5
DOES COMPANY HAVE A PHYSICAL SECURITY POLICY FOR PCS?						
TOTAL	100	9	23	18	27	23

Continued...

TABLE 5A

PERSONAL COMPUTERS -- ALL COMPANIES

	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)					
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
YES	30.0	55.6	26.1	27.8	22.2	34.8
NO	70.0	44.4	73.9	72.2	77.8	65.2
DOES COMPANY HAVE A DATA SECURITY POLICY FOR PCS?						
TOTAL	99	9	23	17	27	23
YES	37.4	66.7	39.1	35.3	29.6	34.8
NO	62.6	33.3	60.9	64.7	70.4	65.2

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 5B
PERSONAL COMPUTERS -- RETAILERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
ARE PCS ACQUIRED UNDER IS APPROVAL?						
TOTAL	71	8	19	11	20	13
ALL	67.6	62.5	68.4	63.6	65.0	76.9
SOME	26.8	12.5	31.6	27.3	35.0	15.4
NONE	5.6	25.0	-	9.1	-	7.7
ARE PCS LINKED TO THE MAINFRAME?						
TOTAL	71	8	19	11	20	13
ALL	5.6	12.5	10.5	-	5.0	-
SOME	76.1	37.5	68.4	81.8	85.0	92.3
NONE	18.3	50.0	21.1	18.2	10.0	7.7
DOES COMPANY HAVE A FORMAL POLICY FOR PC AQUISITION?						
TOTAL	71	8	19	11	20	13
YES	52.1	12.5	21.1	63.6	60.0	100.0
NO	47.9	87.5	78.9	36.4	40.0	-
WHO CONTROLS ACQUISITION OF PC SOFTWARE?						
TOTAL	69	8	18	10	20	13
IS DEPARTMENT	63.8	62.5	61.1	60.0	60.0	76.9
USERS	30.4	25.0	33.3	40.0	35.0	15.4
OTHER	5.8	12.5	5.6	-	5.0	7.7
DOES COMPANY HAVE A PHYSICAL SECURITY POLICY FOR PCS?						
TOTAL	71	8	19	11	20	13

Continued...

TABLE 5B
PERSONAL COMPUTERS -- RETAILERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
YES	29.6	50.0	21.1	36.4	20.0	38.5
NO	70.4	50.0	78.9	63.6	80.0	61.5
DOES COMPANY HAVE A DATA SECURITY POLICY FOR PCS?						
TOTAL	70	8	19	10	20	13
YES	37.1	62.5	36.8	30.0	35.0	30.8
NO	62.9	37.5	63.2	70.0	65.0	69.2

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 5C
PERSONAL COMPUTERS -- WHOLESALERS

	AVERAGE	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS) $ 50-499	$ 500 +
ARE PCS ACQUIRED UNDER IS APPROVAL?			
TOTAL	29	12	17
ALL	79.3	75.0	82.4
SOME	13.8	16.7	11.8
NONE	6.9	8.3	5.9
ARE PCS LINKED TO THE MAINFRAME?			
TOTAL	29	12	17
ALL	-	-	-
SOME	79.3	75.0	82.4
NONE	20.7	25.0	17.6
DOES COMPANY HAVE A FORMAL POLICY FOR PC AQUISITION?			
TOTAL	29	12	17
YES	58.6	33.3	76.5
NO	41.4	66.7	23.5
WHO CONTROLS ACQUISITION OF PC SOFTWARE?			
TOTAL	27	12	15
IS DEPARTMENT	66.7	58.3	73.3
USERS	29.6	41.7	20.0
OTHER	3.7	-	6.7
DOES COMPANY HAVE A PHYSICAL SECURITY POLICY FOR PCS?			
TOTAL	29	12	17

Continued...

TABLE 5C
PERSONAL COMPUTERS -- WHOLESALERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)	
	AVERAGE	$ 50-499	$ 500 +
YES	31.0	33.3	29.4
NO	69.0	66.7	70.6
DOES COMPANY HAVE A DATA SECURITY POLICY FOR PCS?			
TOTAL	29	12	17
YES	37.9	50.0	29.4
NO	62.1	50.0	70.6

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 6A
PERCENTAGE OF IS EXPENSES IN EACH OF THE FOLLOWING AREAS -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	65	3	12	10	21	19
WAGES AND SALARIES	40.2	34.1	37.2	37.2	38.7	40.9
EQUIPMENT (RENTAL, MAINTENANCE AND DEPRECIATION)	27.9	33.3	19.6	29.0	28.2	28.2
SUPPLIES	7.3	13.2	5.7	7.9	9.6	6.8
EMPLOYEE FRINGE BENEFITS	7.2	10.8	8.4	7.2	7.6	7.0
SOFTWARE RENTAL, AMORTIZATION, AND PURCHASE	5.3	3.8	3.2	6.1	5.7	5.3
VOICE AND DATA COMMUNICATIONS	3.7	2.5	2.1	3.3	1.9	4.3
OVERHEAD	2.1	0	2.3	1.8	1.9	2.1
OUTSIDE PROFESSIONAL SERVICES	1.8	1.5	.3	1.6	1.4	2.0
EDUCATION, TRAINING	.9	.5	.9	.8	1.0	.9
SERVICE BUREAUS	.3	.3	.3	.6	.6	.2
DISASTER RECOVERY	.2	0	0	.2	.1	.2
OTHER	3.2	0	20.0	4.7	3.2	2.1

NOTE: DATA WEIGHTED BY IS EXPENSE BUDGET

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 6B
PERCENTAGE OF IS EXPENSES IN EACH OF THE FOLLOWING AREAS -- RETAILERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	41	2	9	5	15	10
WAGES AND SALARIES	38.9	33.9	36.7	38.3	39.8	38.9
EQUIPMENT (RENTAL, MAINTENANCE AND DEPRECIATION)	25.4	33.2	15.7	29.9	25.0	26.1
EMPLOYEE FRINGE BENEFITS	8.4	14.7	8.0	8.2	7.4	8.7
SUPPLIES	7.4	6.4	4.7	9.3	10.5	6.6
SOFTWARE RENTAL, AMORTIZATION, AND PURCHASE	5.3	7.5	3.8	4.9	5.5	5.4
VOICE AND DATA COMMUNICATIONS	3.9	.7	2.4	.8	1.5	5.1
OUTSIDE PROFESSIONAL SERVICES	2.5	2.9	.4	1.2	1.7	3.1
OVERHEAD	2.2	.1	1.0	1.9	2.1	2.4
EDUCATION, TRAINING	.9	0	.9	1.2	.9	.9
SERVICE BUREAUS	.4	.6	.3	1.4	.8	.2
DISASTER RECOVERY	.2	0	0	.4	.2	.2
OTHER	4.5	0	26.1	2.8	4.7	2.6

NOTE: DATA WEIGHTED BY IS EXPENSE BUDGET

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 6C

PERCENTAGE OF IS EXPENSES IN EACH OF THE FOLLOWING AREAS -- WHOLESALERS

	AVERAGE	TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS) $ 50-499	$ 500 +
TOTAL	24	9	15
WAGES AND SALARIES	41.6	36.9	42.1
EQUIPMENT (RENTAL, MAINTENANCE AND DEPRECIATION)	30.8	29.3	31.0
SUPPLIES	7.2	7.7	7.1
EMPLOYEE FRINGE BENEFITS	5.8	7.3	5.6
SOFTWARE RENTAL, AMORTIZATION, AND PURCHASE	5.4	5.4	5.4
VOICE AND DATA COMMUNICATIONS	3.5	4.2	3.4
OVERHEAD	1.9	2.9	1.8
OUTSIDE PROFESSIONAL SERVICES	.9	1.3	.9
EDUCATION, TRAINING	.9	.6	.9
DISASTER RECOVERY	.2	0	.2
SERVICE BUREAUS	.1	0	.1
OTHER	1.7	4.8	1.4

NOTE: DATA WEIGHTED BY IS EXPENSE BUDGET

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 7A

PERCENTAGE OF COMPANIES WITH EACH OF THE FOLLOWING IS ACTIVITIES -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	97	9	23	16	27	22
ACTIVE POST IMPLEMENTATION REVIEW PROCESS	52.6	33.3	56.5	56.2	48.1	59.1
TOTAL	100	9	24	18	27	22
INTERNAL EDP AUDITORS	25.0	11.1	8.3	27.8	22.2	50.0
TOTAL	100	9	24	18	26	23
INVOLVEMENT WITH TESTING OR INSTALLING DIRECT PRODUCT PROFITABILITY	31.0	22.2	12.5	11.1	42.3	56.5
TOTAL	38	2	7	3	12	14
WHERE DPP IS RUN:						
PC	60.5	-	71.4	66.7	50.0	71.4
MAINFRAME	26.3	50.0	28.6	33.3	33.3	14.3
BOTH	13.2	50.0	-	-	16.7	14.3

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 7B

PERCENTAGE OF COMPANIES WITH EACH OF THE FOLLOWING IS ACTIVITIES -- RETAILERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	69	8	19	10	20	12
ACTIVE POST IMPLEMENTATION REVIEW PROCESS	53.6	37.5	47.4	60.0	50.0	75.0
TOTAL	71	8	20	11	20	12
INTERNAL EDP AUDITORS	26.8	12.5	10.0	27.3	30.0	58.3
TOTAL	71	8	20	11	19	13
INVOLVEMENT WITH TESTING OR INSTALLING DIRECT PRODUCT PROFITABILITY	32.4	25.0	10.0	9.1	52.6	61.5
TOTAL	29	2	6	2	10	9
WHERE DPP IS RUN:						
PC	58.6	-	66.7	100.0	50.0	66.7
MAINFRAME	24.1	50.0	33.3	-	30.0	11.1
BOTH	17.2	50.0	-	-	20.0	22.2

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 7C

PERCENTAGE OF COMPANIES WITH EACH OF THE FOLLOWING IS ACTIVITIES -- WHOLESALERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)	
	AVERAGE	$ 50-499	$ 500 +
TOTAL	28	11	17
ACTIVE POST IMPLEMENTATION REVIEW PROCESS	50.0	63.6	41.2
TOTAL	29	12	17
INTERNAL EDP AUDITORS	20.7	16.7	23.5
TOTAL	29	12	17
INVOLVEMENT WITH TESTING OR INSTALLING DIRECT PRODUCT PROFITABILITY	27.6	16.7	35.3
TOTAL	9	2	7
WHERE DPP IS RUN:			
PC	66.7	50.0	71.4
MAINFRAME	33.3	50.0	28.6
BOTH	-	-	-

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 8

EXPERIENCE WITH SELECTED TECHNOLOGIES (PERCENTAGE OF COMPANIES RESPONDING IN EACH CATEGORY)

	EVALUATION	JUST BEGINNING	LIMITED USE	ADVANCED USE	NOT APPLICABLE	TOTAL
INFORMATION CENTER	17.2	12.1	26.3	22.2	22.2	99 100.0
DATA BASE	12.9	13.9	21.8	37.6	13.9	101 100.0
DISTRIBUTION PROCESSING BETWEEN DIVISIONS	5.1	5.1	23.2	25.3	41.4	99 100.0
DISTRIBUTION PROCESSING IN-STORE	16.5	12.4	27.8	20.6	22.7	97 100.0
MICRO-FICHE	5.0	2.0	30.0	42.0	21.0	100 100.0
LASER PRINTING	30.6	5.1	10.2	26.5	27.6	98 100.0
COMPUTER GRAPHICS	19.4	19.4	26.5	9.2	25.5	98 100.0
PERSONAL COMPUTERS WITH MAINFRAME CONNECTION	10.9	18.8	44.6	18.8	6.9	101 100.0
4TH GENERATION LANGUAGE	28.9	14.4	17.5	15.5	23.7	97 100.0
ATM	24.0	10.4	16.7	14.6	34.4	96 100.0
CLERK OPERATED TERMINAL	12.8	2.1	10.6	39.4	35.1	94 100.0
EFT-POS	44.3	8.2	4.1	4.1	39.2	97 100.0
UCS	46.8	13.8	3.2	5.3	30.9	94 100.0
UCS/DSD	50.0	13.3	5.1	5.1	26.5	98 100.0
OFFICE AUTOMATION	20.0	15.0	34.0	17.0	14.0	100 100.0

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 9A
RESPONSIBILITIES OF IS DEPARTMENT ** -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	99	9	23	17	27	23
PERSONAL COMPUTERS	86.9	66.7	87.0	82.4	88.9	95.7
RETAIL SERVICES	51.5	66.7	47.8	52.9	55.6	43.5
WORD PROCESSING	43.4	22.2	26.1	29.4	63.0	56.5
VOICE	39.4	-	26.1	29.4	48.1	65.2
MAIL ROOM	10.1	-	4.3	11.8	18.5	8.7

** MULTIPLE RESPONSES ACCEPTED

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 9B
RESPONSIBILITIES OF IS DEPARTMENT ** -- RETAILERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	70	8	19	10	20	13
PERSONAL COMPUTERS	85.7	62.5	84.2	80.0	95.0	92.3
RETAIL SERVICES	48.6	62.5	47.4	40.0	60.0	30.8
WORD PROCESSING	40.0	25.0	26.3	20.0	70.0	38.5
VOICE	37.1	-	26.3	20.0	50.0	69.2
MAIL ROOM	11.4	-	5.3	10.0	25.0	7.7

** MULTIPLE RESPONSES ACCEPTED

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 9C
RESPONSIBILITIES OF IS DEPARTMENT ** -- WHOLESALERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)	
	AVERAGE	$ 50-499	$ 500 +
TOTAL	29	12	17
PERSONAL COMPUTERS	89.7	91.7	88.2
RETAIL SERVICES	58.6	66.7	52.9
WORD PROCESSING	51.7	33.3	64.7
VOICE	44.8	33.3	52.9
MAIL ROOM	6.9	8.3	5.9

** MULTIPLE RESPONSES ACCEPTED

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 10
NUMBER OF RESPONDENTS BY SIZE AND TYPE OF COMPANY

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	101	9	24	18	27	23
RETAILERS	72	8	20	11	20	13
WHOLESALERS	29	1	4	7	7	10

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 11
AVERAGE NUMBER OF INFORMATION SYSTEMS EMPLOYEES BY SIZE AND TYPE OF COMPANY

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	71.4	11.1	13.1	33.2	44.2	214.9
RETAILERS	61.2	11.3	12.4	32.3	39.7	220.5
WHOLESALERS	96.4	10.0	17.0	34.7	56.9	207.6

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 12A
FORMAL DISASTER RECOVERY PLAN -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	99	9	23	17	27	23
HAVE FORMAL DISASTER RECOVERY PLAN WHICH HAS BEEN REVIEWED IN PAST 12 MONTHS	36.4	33.3	34.8	23.5	29.6	56.5
TYPE OF DISASTER RECOVERY PLAN:						
TOTAL	34	3	7	4	8	12
REMOTE HOT SITE	26.5	-	28.6	-	25.0	41.7
REMOTE COLD SITE	41.2	33.3	71.4	50.0	50.0	16.7
DUAL SITE	11.8	33.3	-	25.0	-	16.7
OTHER	20.6	33.3	-	25.0	25.0	25.0
TOTAL	68	7	18	9	16	18
DISASTER RECOVERY PLAN TESTED IN LAST SIX MONTHS	17.6	-	16.7	11.1	6.2	38.9

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 12B
FORMAL DISASTER RECOVERY PLAN -- RETAILERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	71	8	19	11	20	13
HAVE FORMAL DISASTER RECOVERY PLAN WHICH HAS BEEN REVIEWED IN PAST 12 MONTHS	40.8	37.5	42.1	36.4	35.0	53.8
TYPE OF DISASTER RECOVERY PLAN:						
TOTAL	28	3	7	4	7	7
REMOTE HOT SITE	25.0	-	28.6	-	28.6	42.9
REMOTE COLD SITE	46.4	33.3	71.4	50.0	42.9	28.6
DUAL SITE	10.7	33.3	-	25.0	-	14.3
OTHER	17.9	33.3	-	25.0	28.6	14.3
TOTAL	52	6	15	7	14	10
DISASTER RECOVERY PLAN TESTED IN LAST SIX MONTHS	19.2	-	20.0	14.3	7.1	50.0

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 12C
FORMAL DISASTER RECOVERY PLAN -- WHOLESALERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)	
	AVERAGE	$ 50-499	$ 500 +
TOTAL	28	11	17
HAVE FORMAL DISASTER RECOVERY PLAN WHICH HAS BEEN REVIEWED IN PAST 12 MONTHS	25.0	-	41.2
TYPE OF DISASTER RECOVERY PLAN:			
TOTAL	6	0	6
REMOTE HOT SITE	33.3	-	33.3
REMOTE COLD SITE	16.7	-	16.7
DUAL SITE	16.7	-	16.7
OTHER	33.3	-	33.3
TOTAL	16	6	10
DISASTER RECOVERY PLAN TESTED IN LAST SIX MONTHS	12.5	-	20.0

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 13A
FREQUENCY IN WHICH SENIOR MANAGEMENT STEERING COMMITTEE MEETS TO ESTABLISH PROJECT PRIORITIES -- ALL COMPANIES

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	61	2	11	16	15	17
QUARTERLY	36.1	-	27.3	31.2	46.7	41.2
MONTHLY	26.2	-	45.5	31.2	13.3	23.5
EVERY OTHER MONTH	9.8	-	-	25.0	6.7	5.9
WEEKLY	8.2	50.0	9.1	6.2	13.3	-
TWICE YEARLY	8.2	-	18.2	-	13.3	5.9
ANNUALY	8.2	50.0	-	-	-	23.5
TWICE A MONTH	3.3	-	-	6.2	6.7	-

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

INFORMATION SYSTEMS SURVEY 1986

TABLE 13B
FREQUENCY IN WHICH SENIOR MANAGEMENT STEERING COMMITTEF MEETS TO ESTABLISH PROJECT PRIORITIES -- RETAILERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)				
	AVERAGE	$ 50-99	$ 100-249	$ 250-499	$ 500-999	$ 1 BILLION+
TOTAL	41	2	9	10	10	10
QUARTERLY	36.6	-	22.2	50.0	50.0	30.0
MONTHLY	24.4	-	44.4	20.0	10.0	30.0
EVERY OTHER MONTH	9.8	-	-	20.0	10.0	10.0
TWICE YEARLY	9.8	-	22.2	-	10.0	10.0
WEEKLY	7.3	50.0	11.1	-	10.0	-
ANNUALY	7.3	50.0	-	-	-	20.0
TWICE A MONTH	4.9	-	-	10.0	10.0	-

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

TABLE 13C

FREQUENCY IN WHICH SENIOR MANAGEMENT STEERING COMMITTEE MEETS TO ESTABLISH PROJECT PRIORITIES -- WHOLESALERS

		TOTAL ANNUAL COMPANY SALES (IN MILLIONS OF DOLLARS)	
	AVERAGE	$ 50-499	$ 500 +
TOTAL	20	8	12
QUARTERLY	35.0	12.5	50.0
MONTHLY	30.0	50.0	16.7
WEEKLY	10.0	12.5	8.3
EVERY OTHER MONTH	10.0	25.0	-
ANNUALY	10.0	-	16.7
TWICE YEARLY	5.0	-	8.3

NOTE: UNWEIGHTED DATA

SOURCE: INFORMATION SYSTEMS STUDY, FOOD MARKETING INSTITUTE, 1986

INFORMATION SYSTEMS SURVEY 1986

Each year, FMI conducts a survey on the information systems (IS) activities of member companies. The purpose of the survey is to provide information systems executives with current statistics that will be helpful in assessing the performance of their own company's operation.

In responding to this survey, please:

- Answer as many questions as possible.
- Only include information relating to divisions/departments which are involved with the informations systems department.

All data will be held in strict confidence. If you have any questions please call FMI's research department at 202-452-8444.

INFORMATION SYSTEMS DEPARTMENT STAFFING

1. Please provide the number of employees in your company directly involved in the information systems function. Please use fractional allocations where appropriate. (Employees listed in Question 1 will typically be part of the IS department/division, not a user group.)

	Number of Employees in Information Systems Department	Totals
IS Management:		
Senior Management	_____	
General Administration/Secretarial	_____	
Total Management		_____
Systems:		
Administration & Management	_____	
Data Base/Data Administration	_____	
Project Management	_____	
Development (Analyst/Programmers)	_____	
Systems Programming	_____	
Other	_____	
Total Systems		_____
Operations:		
Administration, Management, Supervision	_____	
Operations	_____	
Data Entry Employees	_____	
Other	_____	
Total Operations		_____
Additional Support Areas:		
Store Systems Support	_____	
Scanning Support	_____	
Information Center	_____	
Help Desk	_____	
Data Security	_____	
Telecommunications Voice	_____	
Telecommunications Data	_____	
Technical Support/Systems Programmers	_____	
Quality Assurance	_____	
Other	_____	
Total Additional Support Areas		_____
TOTAL EMPLOYEES		_____

2. For this fiscal year please provide the <u>percent of your total company information systems expense budget</u> allocated to each of the following areas. Please exclude all equipment and maintenance costs for in-store systems. NOTE: Please give percentages as two-digit numbers plus one decimal place, i.e. twelve and one half percent = 12.5%

Wages and Salaries	___.__%
Employees Fringe Benefits	___.__%
Equipment:	
Rental and Lease	___.__%
Maintenance	___.__%
Depreciation	___.__%
Software Rental, Amortization	___.__%
Software Purchase	___.__%
Voice Communications	___.__%
Data Communications	___.__%
Service Bureaus	___.__%
Outside Professional Services	___.__%
Education, Training	___.__%
Supplies	___.__%
Overhead (occupancy, copies, printing)	___.__%
Disaster Recovery *	___.__%
Other	___.__%
TOTAL	100.0%

* Funds allocated to offsite storage of information and backup computer processing capabilities.

3. Please provide the following IS expense budget numbers for this fiscal year. NOTE: Please give percents as two-digit numbers, i.e. twelve percent = 12%, one tenth of one percent = .10%

a. <u>Dollars</u> of total company expense budget allocated for IS WAGES AND SALARIES?
<u>Including</u> fringe benefits..$_____ . <u>Excluding</u> fringe benefits..$_____

b. <u>Dollars</u> of TOTAL COMPANY EXPENSE BUDGET for all IS items covered in Question 2...$_____

c. <u>Percent</u> of net company SALES BUDGETED FOR THE IS DEPARTMENT for this fiscal year. _____%

d. Actual IS <u>DOLLARS</u> SPENT for the most recently completed fiscal year as a percent net company sales..... _____%

e. EXPECTED <u>PERCENT</u> INCREASE in your budget for IS items in the upcoming fiscal year. _____%

f. What <u>percent</u> of your total IS expense budget is allocated to:

A. Store Systems	___%
B. Headquarter/Dist. Ctr. Systems	___%
<u>Total</u>	100%

<u>INFORMATION SYSTEMS ACTIVITIES & TECHNOLOGY</u>

4. What percent of systems development activity including your own and vendor time is allocated to:

New applications/major enhancements for:	
Store Systems	___%
Headquarter/ Distribution Center Systems	___%
Internal IS projects (research, performance, improvement, etc.)	___%
Maintenance and problem-solving	___%
Other (please list _____)	___%
	100%

5a. Do you have a formal disaster recovery plan that has been reviewed in the last 12 months..... /_/Yes /_/No

IF YOU ANSWERED YES TO <u>5A</u> PLEASE ANSWER <u>5B</u>

5b. What type of disaster recovery plan do you have?

A. Remote hot site...../_/
B. Remote cold site...../_/
C. Dual site...../_/
D. Other...../_/

5c. Have you tested the disaster recovery plan in the last six months?...../_/Yes /_/No

6. Do you have an active post implementation review process for new systems?..... /_/Yes /_/No

7. How often does your senior management steering committee meet for establishing project priorities?..... _____

8. Do you have internal EDP auditors within the company?..... /_/Yes /_/No

9. Is the IS department responsible for:

Mail Room.....	/_/Yes	/_/No
Word Processing.....	/_/Yes	/_/No
Voice.....	/_/Yes	/_/No
Personal Computers.....	/_/Yes	/_/No
Retail Services.....	/_/Yes	/_/No

10a. Has IS become involved in testing or installing direct product profitability?..... /_/Yes /_/No

10b. To date, where has direct product profitability been run?..... /_/PC
/_/Mainframe
/_/Both

11. Please check one box for each of the following technologies, indicating your company's level of experience for that technology.

	Level of Experience				
Technology	Evaluation	Just Beginning	Limited Use	Advanced Use	Not Applicable
Information Center	/_/	/_/	/_/	/_/	/_/
Data Base	/_/	/_/	/_/	/_/	/_/
Distribution Processing, Between Divisions	/_/	/_/	/_/	/_/	/_/
Distribution Processing, In-Store	/_/	/_/	/_/	/_/	/_/
Microfiche	/_/	/_/	/_/	/_/	/_/
Laser Printing	/_/	/_/	/_/	/_/	/_/
Computer Graphics	/_/	/_/	/_/	/_/	/_/
Personal Computers with Mainframe Connection	/_/	/_/	/_/	/_/	/_/
4th Generation Language	/_/	/_/	/_/	/_/	/_/
ATM	/_/	/_/	/_/	/_/	/_/
Clerk Operated Terminal	/_/	/_/	/_/	/_/	/_/
EFT-POS (Debit Card at checkout)	/_/	/_/	/_/	/_/	/_/
UCS	/_/	/_/	/_/	/_/	/_/
UCS/DSD	/_/	/_/	/_/	/_/	/_/
Office Automation	/_/	/_/	/_/	/_/	/_/

12. PERSONAL COMPUTERS

a. Are PCs acquired under IS approval?...../_/All /_/Some /_/None
b. Are PC's linked to the mainframe?...../_/All /_/Some /_/None
c. Do you have a formal policy for PC acquisition?...../_/Yes /_/No
d. Who controls acquisition of PC software?...../_/IS /_/Users /_/Other
e. Do you have a physical security policy for PCs?...../_/Yes /_/No
f. Do you have a data security policy for PCs?...../_/Yes /_/No

GENERAL INFORMATION

13. What were your total annual company sales for your most recent fiscal year (only include divisions/departments for which you are providing IS Service)? .....$_____

14. Is your company primarily (majority of your sales) a food:...../_/Retailer /_/Wholesaler

15. In this survey, have you reported information for your: A. total supermarket company...../_/
B. a division/subsidiary/partial company of a supermarket corporation../_/

16. What are the three highest concerns or issues you, as an MIS executive for your organization, face in the next three years?

A. _____

B. _____

C. _____

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